

CHUCK e. FOCUS

Week 13 – March 30, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2017	2018	YOY
1. Northwest Hwy OKC, OK #889	\$16,685	\$30,414	82.3%
2. Lawton, OK #890	\$18,570	\$32,803	76.6%
3. Tulsa, OK #891	\$38,267	\$65,811	72.0%
4. Norman, OK #893	\$25,314	\$42,660	68.5%
5. Quail Springs, OK #892	\$22,116	\$36,053	63.0%
6. Midland, TX #928	\$24,194	\$37,588	55.4%
7. Fort Myers, FL #782	\$45,900	\$68,918	50.1%
8. Rocky Mount, NC #387	\$16,901	\$24,390	44.3%
9. Salisbury, MD #771	\$13,650	\$19,440	42.4%
10. Yuma, AZ #620	\$22,134	\$31,168	40.8%



SPOTLIGHT

cast member

OF THE week



southeast

Meet Mireya Sales, Cast Member in restaurant #585 Willowbrook. Mireya has been a Super Star with Chuck E. Cheese for 3 years now and counting. Mireya participates in everything we do and always smiles no matter the circumstances. She always smiles bright as day as soon as she enters the store. Mireya strives to get everything done in the correct time frame and makes sure that all orders are perfect for our guest. The most unique thing about Mimi is her personality and her pizza cutting skills – she can cut pizzas faster than anyone I know!

Who's ready to hear about another Sales Contest?

Get ready, it is right around the corner!

April 16 – May 27

XL UPGRAdes!

But wait, this is not your **NORMAL** Competition!

Prizes for:

- Top restaurant in each District
- Top restaurant in each Region
- Top restaurant in the Company
- General Manager Prizes

Who's ready to do some Suggestive Selling for

XL UPGRAdes?



sales contest



HOW FULL IS YOUR DIPPIN' DOTS CUP?



1. Houston Meadows, TX #571
2. Laredo, TX #569
3. Bell, CA #446
4. New Hartford, NY #646
5. Louisville, KY #111
6. Kendall, FL #438
7. Brownsville, TX #853
8. Windsor, ON #831
9. Lake Jackson, TX #576
10. Hialeah, FL #424

Feb 26 - April 1

Restaurant Sales Contest

Dippin' dots



CASH PRIZE VALUES

TOP 1-50 RESTAURANTS: WIN \$150 restaurant certificate for a party

TOP 51-65 RESTAURANTS WIN a \$100 certificate for a party

TOP 1-10 GM'S: WIN \$300 certificate

TOP 1-5 management teams: Sales contest champion shirt



TOP 10 RESTAURANTS

Win a Sales Booster Pin
for everyone on the team



TOP RESTAURANT

Wins the Sales Booster
Traveling Trophy

*Prizes are subject to payroll tax deductions. All sales contests will be monitored, audited, and subject to disqualification. Winners are to be calculated by dippin dots sales/total sales.





a&b moments...

Yesterday, my daughter's came to Chuck E. Cheese's to have lunch. I was greeted with a warm welcome by a new Cast Member who was being trained by a Manager, who greeted us as well. Both smiled and gave good customer service to us. As we were walking, another Cast Member passed us with the biggest smile, and even held the door open for us. The games all worked and were clean. The store was clean, even the bathrooms! Everyone has done a really outstanding job with this place, with new bright lights and all games clean. Our food was great, we had the buffet and it was great and fresh. The prize area was full of prizes, and even fresh cotton candy. I was very pleased with this visit, all that matters is that my family has a great time. When they are happy, so am I. Corporate would be pleased as well because of how well the store looked. The windows were even clean. I just want you to share this with the staff to know that their hard work has not gone unnoticed. I saw other guests smiling and having fun and did not seem to have any issues. Great job staff, keep it up!

Northeast Region
Dover, DE #759
RVP Chris Kelly
DM Dan Bessemer
GM Kara Pickett

I just wanted to say that our host was the best, she was so helpful with everything we needed. She never skipped a beat when it came to her job. It was my son Timothy and nephew Jeovanni's birthday and I can say she was on her job and you can tell how much she loves it and working with kids. I couldn't tell you how grateful I was to have her as our host. The Manager was also really good I can say out of everyone there, our host and the Manager loved their jobs and the kids. I want to say thank you so much they made our experience at Chuck E. Cheese the best and we will be back considering this was our first time ever having a birthday party there for our kids and they made it to where we will be back for many more birthdays. Thank you so much for the best time ever!

Western Region
Stockton, CA #631
RVP Jim Brawley
AD Wayne Casey
GM Brittany Marquez

The moment we entered Chuck E. we were greeted with a big smile and a very enthusiastic personality! We had our little boy's birthday today and we didn't have time to prepare a special birthday for him but your cast made him feel very special for his 8th birthday and even my 4 daughters were happy to be there. She went the extra mile with us, just with a simple sticker was enough for him. One of my girls has ADHD and she likes to talk a lot plus some other problems and your Cast Members were kind and listened to all the things she had to say. My family is big and we didn't have enough money for a big celebration or cake but just watching our kids happy for the time we spent there was priceless. I'm glad to see employees like the ones you have enjoying working with kids.

Southeast Region
Jacksonville, FL #804
RVP Bill Eich
DM Nestor Rivera
GM James Weaver

anniversaries **20+ YEARS**

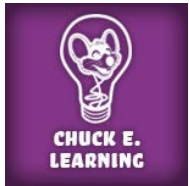
30 YEARS
Colleen Elliott
Core Cast Member ~ 472

30 YEARS
Susan Mrozek
Sr. Asst Manager ~ 842

15 YEARS
Edward Chrabot ~ 686

10 YEARS
Cristi Wilson ~ 928

5 YEARS
James Wright ~ 387
Matthew Williams ~ 599
Maryann Graham ~ 710
Kayla Kirksey ~ 745
Samantha Rivard ~ 753



2ND QUARTER LTO - WINGS!

april 2nd - july 1st



Lemon Pepper Dry Rub **Saucy Garlic Parmesan**
(available in traditional only) *(available in traditional or boneless)*

Monday starts our Wing Extravaganza, are you ready?

UPDATE:

We want both you and our guests to have the best experience possible with these limited time wing flavor offerings! To be sure of that, some minor, but VERY important adjustments have been made to the Garlic Parmesan recipe and procedure. Please refer to the communication sent out by L&D for further details.

If you have any further questions, please reach out to your Regional L&D Manager at learning@cecentertainment.com



Item # Description

Item #	Description	Category
#52913	B Day Rock Star Echo Microphone	600 Ticket
#52863	B Day Rock Star Inflatable Guitar	600 Ticket
#52983	B Day Rock Star Light Up Bracelet	400 Ticket
#59662	CEC B Day T Shirt (S/M)	\$9.99
#59663	CEC B Day T Shirt (L/XL)	\$9.99
#59994	Girls Just Wanna Have Fun Light Up B Day Bracelet	400 Ticket
#59995	Girls Just Wanna Have Fun Light Up B Day Tiara	400 Ticket
#59996	Girls Just Wanna Have Fun Light Up B Day Necklace	200 Ticket
#59997	Sports, Sports, Sports Mini Ball	\$1.99
#59998	Sports, Sports, Sports B Day Cheer Stix	75 Ticket

If you have any further questions, please reach out to the Merchandise Department at merchandise@cecentertainment.com



RISK management

TIP OF THE WEEK:

Control access into the building!

- Entrance doors remain locked before and after normal business hours
- Emergency exit doors must open and close properly and remain armed at all times
- Delivery doors must remain closed, locked, and armed at all times.

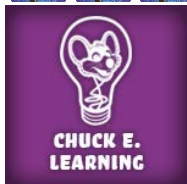
For further details on building access, be sure to check out your newly updated Location Admin Guide!



MERCHANDISE news

We are at period end! As a reminder, please remember to move the following birthday items to the Gift Shop Counter:





RUBY PIN EARNERS



Awesome job to Genavieve Bennett, Party Server Expert in Springfield #742! Genavieve has been partying with Chuck E. for only a year, and already earned a Ruby Pin! With her great attitude and above & beyond spirit, her gold pin is within arms reach! Her leaders Jason Ontiveros and Todd Bell, as well as the guests she has served, couldn't be more proud of Genavieve's accomplishments!

~ Our server Genevieve was truly amazing. Her energy, enthusiasm, and attention to detail made our son's special day a wonderfully memorable experience. Thank you so much!~
 ~ Our server was amazing and did an awesome job with the kids. We would highly recommend Genevieve to anyone else, and will be requesting her specifically next year. ~
 ~ Genavieve was very nice and helpful. Very energetic and made it a little less stress free! I appreciate her. ~

sensory sensitive Sunday

Because Easter Sunday falls on the first Sunday of the month, Sensory Sensitive Sunday **WILL NOT** be happening on the first Sunday of April. We will instead be offering the program the following Sunday, April 8th unless you have a VIP party booked on April 8th

If you have any questions, please reach out to the Marketing Department at marketing@cecentertainment.com

coming

Pin Design Contest

ANNOUNCEMENT!

And the winners are...

?

?

soon

We have 2 pin designs picked out as winners, which will be revealed very shortly!

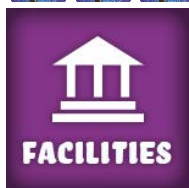
Please be patient as we get the final design approved by our Marketing Experts!



Ethyn Gower is definitely not a force to be reckoned with when it comes to hosting a party! In just 6 short months, Ethyn has risen to the challenge with a smile on his

face, and has earned his Ruby Pin! With his Managers and Mentors at his side, Kaitlin Fisher and Rick Balboni, Ethyn has proudly evolved into the Party Server extraordinaire in the Newington restaurant #471. Ethyn is always able to keep a mile on his face in any situation, and always puts the guest first with staying hospitality focused. His high praises shine through with some of the feedback sent in from our guests, see for yourself!

~ Ethyn did a great job and made sure our experience at this location was outstanding. Anything we asked he answered. ~
 ~ Ethyn was an outstanding party host! He did everything for us and was amazing! ~



TIP OF THE WEEK

Make sure you pick the correct priority when creating your Verisae work order!

- **P1: Emergency same day service**
 - ☐ As yourself, "Is this something that could wait until the next business day?"
- **P2: Next business day**
 - ☐ Good for cost savings to avoid overtime charges
- **P3: Three business days**
 - ☐ Project work that doesn't involve guest comfort or food & life safety issues

Open and Currently Outstanding Work Orders
CREATE WORK ORDER
Complete the Required Fields to Raise a Work Order for Service

Asset Tag: [] [Type] [Search]

Site: []

Category: []

Subcategory: []

Asset Type: []

Department: []

Location Details: []

Problem Type: []

Operator Status: [Working] [Not Working]

Priority: [P3 - Next Business Day] (indicated by a red arrow)

Problem Description: []

Upload Document: [Choose File] [No file chosen]

Responder: []

Assigned Provider: []

Alternate Provider: []

[Save] [Cancel]

Questions? Please reach out to Gina Eldridge in facilities at geldridge@cecenterentertainment.com

IT IS HERE!

By now, everyone should have received their new, awesome, re-designed Redbook!

There are A LOT of changes in the Redbook, please refer to the communication sent out by L&D Regarding these important and exciting changes!

If you have any questions, please reach out to your Regional L&D Manager



IT/POS NEWS!



IT is listening to your challenges and concerns, and we are focused on making changes to resolve them. Check out the positive changes coming your way!

- **Enhanced Server Software**
- **New Internet Circuits – Project Inflight**
- **Slow Registers Improvement**

Check out the latest communication from IT for further details on these exciting improvements!

WE ARE GETTING an UPGRADE!

It has been in the works, it has been tested, and we are ready to share the exciting news with everyone!

The Self Service Portal is getting a new look, and you are going to LOVE IT!

Some of the cool new features include:

- **More user friendly**
- **Peter Piper co-branding**
- **Capability to provide more detailed information**
- **More robust service catalog**

This will all be available to you in just a few short weeks!

For more details, please refer to the email sent out by L&D!

CHUCK E. CHEESE'S

HOT JOBS

General Manager



671 ~ Little Rock, AR
378 ~ Laguna Hills, CA
379 ~ Concord, CA
404 ~ San Jose Kooser, CA
405 ~ La Mesa, CA
429 ~ Granada Hills, CA
702 ~ Greeley, CO
865 ~ Ft. Collins, CO
954 ~ Wilmington, DE
611 ~ Norcross, GA

349 ~ Batavia, IL
323 ~ Flint, MI
564 ~ Horn Lake, MS
526 ~ Syracuse, NY
737 ~ Columbus, OH
660 ~ Portland, OR
537 ~ Monroeville, PA
860 ~ Sioux Falls, SD
970 ~ Memphis, TN
035 ~ Lewisville, TX
580 ~ Valley View, TX

Tech Manager

108 ~ Redwood City, CA
321 ~ Newark, CA
363 ~ Hayward, CA
390 ~ Monrovia, CA
409 ~ Diamond Bar, CA
413 ~ Covina, CA
418 ~ Sun Valley, CA
465 ~ Torrance, CA
768 ~ Pinole, CA
784 ~ Vista, CA

467 ~ E. Hartford, CT
430 ~ Tampa Carolwood, FL
613 ~ Douglasville, GA
341 ~ Kokomo, IN
770 ~ Frederick, MD
564 ~ Memphis, MS
525 ~ E. Hanover, NJ
542 ~ Union, NJ
516 ~ Hamburg, NY
547 ~ Mayfield Heights, OH
557 ~ Columbus, OH
844 ~ Mississauga, ON

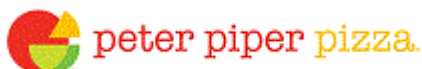
967 ~ Columbia, SC
970 ~ Memphis, TN
035 ~ Lewisville, TX
595 ~ Ft. Worth Hulen, TX
597 ~ Allen, TX
850 ~ West El Paso, TX
863 ~ N. McAllen, TX
056 ~ Richmond, VA
654 ~ Dulles, VA
972 ~ Roanoke, VA

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

District Tech Manager

District Tech Manager

Based in Harlingen, TX



interested in a peter piper opportunity?

General Manager
General Manager
General Manager

Las Vegas, NV #1256
Mesquite, TX #1273
Glendale, AZ #1281

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions